

12-20-01

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Attorney's Docket No.: A00774/70166

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Applicant: Lundy M. LEWIS  
Serial No.: 09/577,232  
Filed: May 23, 2000  
For: METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE  
LEVEL MANAGEMENT (SLM)

Technology Center 2100

Examiner: Unassigned  
Art Unit: 2756

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Commissioner for Patents  
Washington, D.C. 20231

Technology Center 2100

Sir/Madam:

Transmitted herewith for filing is/are the following document(s):

Copy of Revocation and New General Power of Attorney;  
 Certificate Under 37 CFR 3.73(b); and  
 Return Postcard

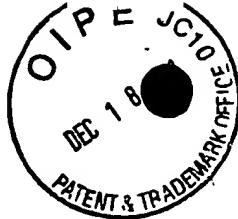
If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned collect at (617)720-3500, Boston, Massachusetts.

No check is enclosed. If a fee is determined to be necessary, the fee may be charged to Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

Edward J. Russavage  
Reg. No.: 46,069  
WOLF, GREENFIELD & SACKS, P.C.  
600 Atlantic Avenue  
Boston, Massachusetts 02210  
Tel. (617) 720-3500

Attorney Docket No.: A00774/70166  
Date: December 18, 2001  
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## REVOCATION AND NEW GENERAL POWER OF ATTORNEY

The undersigned, Aprisma Management Technologies, Inc., the owner of 100% interest in Application Serial No. 09/183,701, as evidenced by the assignment recorded at Reel #011590, Frame #0363, hereby revokes any and all former powers of attorney and appoints the following attorney(s) and/or agent(s): #9

Robert M. Abrahamsen	40,886	Jason M. Honeyman	31,624	Edward J. Russavage	43,069
Konstantinos Andrikopoulos	P-48,915	Robert E. Hunt	39,231	Stanley Sacks	19,900
Eric Amundsen	46,518	Ronald J. Kransdorf	20,004	Robert A. Skrivanek, Jr.	41,316
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Ilan Barzilay	46,540	M. Brad Lawrence	47,210	Mark Steinberg	40,829
Carole Boelitz	P-48,958	Helen C. Lockhart	39,248	Joseph Teja, Jr.	45,157
Gary S. Engelson	35,128	Matthew B. Lowrie	38,228	Maryanne Trevisan	P-48,207
Neil P. Ferraro	39,188	William R. McClellan	29,409	John R. Van Amsterdam	40,212
Thomas G. Field III	45,596	Daniel P. McLoughlin	46,066	Robert H. Walat	46,324
Stephen R. Finch	42,534	James H. Morris	34,681	Kristin D. Wheeler	43,583
Edward R. Gates	31,616	Timothy J. Oyer	36,628	Lisa E. Winsor	44,405
Richard F. Giunta	36,149	Edward F. Perlman	28,105	David Wolf	17,528
Lawrence M. Green	29,384	Elizabeth R. Plumer	36,637	Douglas R. Wolf	36,971
George L. Greenfield	17,756	Michael J. Pomianek	46,190		
James M. Hanifin, Jr.	39,213	Randy J. Pritzker	35,986		
Steven J. Henry	27,900				

of Wolf, Greenfield & Sacks, P.C., 600 Atlantic Avenue, Boston, Massachusetts 02210, United States of America, as attorneys with full power of substitution and revocation to act on its behalf before the United States Patent and Trademark Office in connection with Application Serial No. 09/183,701 and any and all other patent applications filed on its behalf, either pending or issued, and to make or receive payments on its behalf.

Further pursuant to M.P.E.P. §402, Aprisma Management Technologies, Inc. hereby authorizes the public to inspect and copy this document while Application Serial No. 09/183,701 remains pending in the United States Patent and Trademark Office or should Application Serial No. 09/183,701 become abandoned.

## REVOCATION AND NEW GENERAL POWER OF ATTORNEY

Please address all telephone calls to Edward J. Russavage, at telephone number (617) 720-3500, and forward all correspondence to:

Edward J. Russavage  
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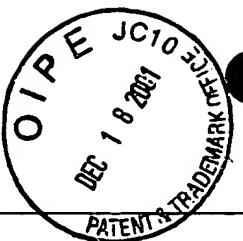
I hereby declare that all statements made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true; and further, that these statements are made with the knowledge that willful false statements, and the like so made, are punishable by fine or imprisonment, or both, under Section 1001, Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Respectfully submitted,

APRISMA MANAGEMENT TECHNOLOGIES, INC.  
121 Technology Drive  
Durham, New Hampshire 03824  
United States of America

Date: 10-9-01

  
Typed Name: Michael Skubisz  
Title: President & CEO



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CERTIFICATE UNDER 37 CFR 3.73(b)

Applicant:	Lundy M. Lewis	
Application No.:	09/577,232	Filed: May 23, 2000
Entitled:	METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL MANAGEMENT (SLM)	
Aprisma Management Technologies, Inc.,	A	Corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

certifies that it is the assignee of the entire right, title, in the patent application identified above by virtue of either:

A. [X] An assignment from the inventor(s) of the patent application identified above. The assignment was recorded in the Patent and Trademark Office at Reel 010988, Frame 0451, or for which a copy thereof is attached

OR

B. [ ] A chain of title from the inventor(s), of the patent application identified above, to the current assignee as shown below:

1. From: \_\_\_\_\_ To: \_\_\_\_\_

The document was recorded in the Patent and Trademark Office at

Reel \_\_\_\_\_ Frame \_\_\_\_\_, \_\_\_\_\_ or for which a copy thereof is attached.

2. From: \_\_\_\_\_ To: \_\_\_\_\_

The document was recorded in the Patent and Trademark Office at

Reel \_\_\_\_\_ Frame \_\_\_\_\_, \_\_\_\_\_ or for which a copy thereof is attached.

[ ] Additional documents in the chain of title are listed on a supplemental sheet.

[ ] Copies of assignments or other documents in the chain of title are attached.

The undersigned (whose title is supplied below) is empowered to sign this certificate on behalf of the assignee.

12/18/01

Date

Signature

Edward J. Russavage  
Typed or Printed Name

Agent  
Title